

**TIAKI WAI**

# Provide your feedback

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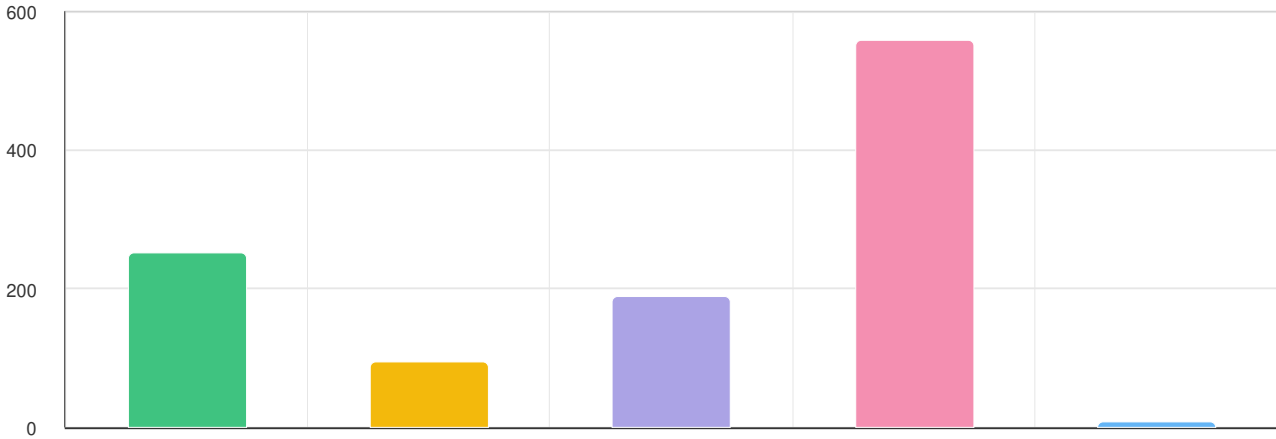
## **SURVEY RESPONSE REPORT**

25 March 2026 - 24 April 2026

**PROJECT NAME:**

Water Services Strategy

Q1. Which City Council area do you live in?

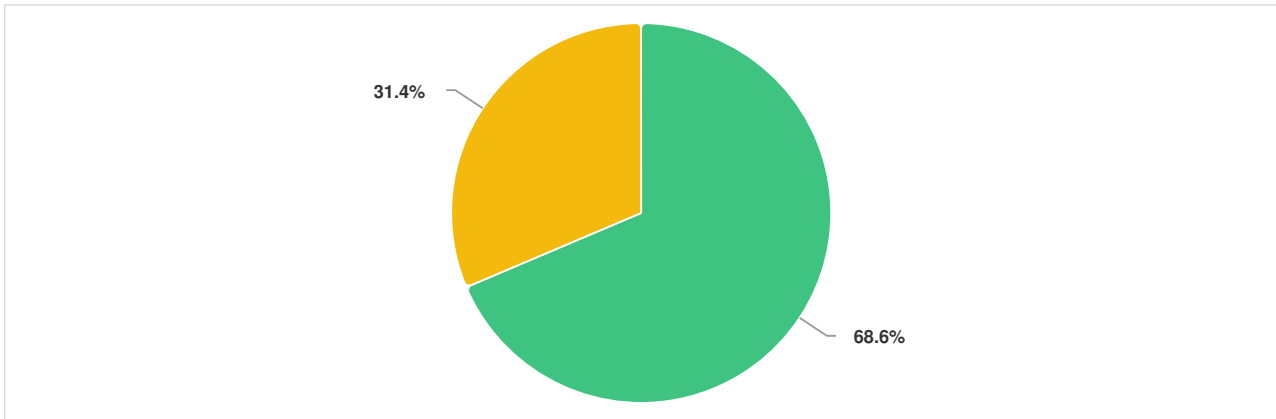


Question options	responses	%
● Hutt City	251	22.8
● Porirua City	94	8.6
● Upper Hutt City	188	17.1
● Wellington City	557	50.7
● I do not live in the area covered by Tiaki Wai	9	0.8

1099 responses · 0 skipped

Question type : Checkbox Question

Q2. Had you heard of Tiaki Wai before now?

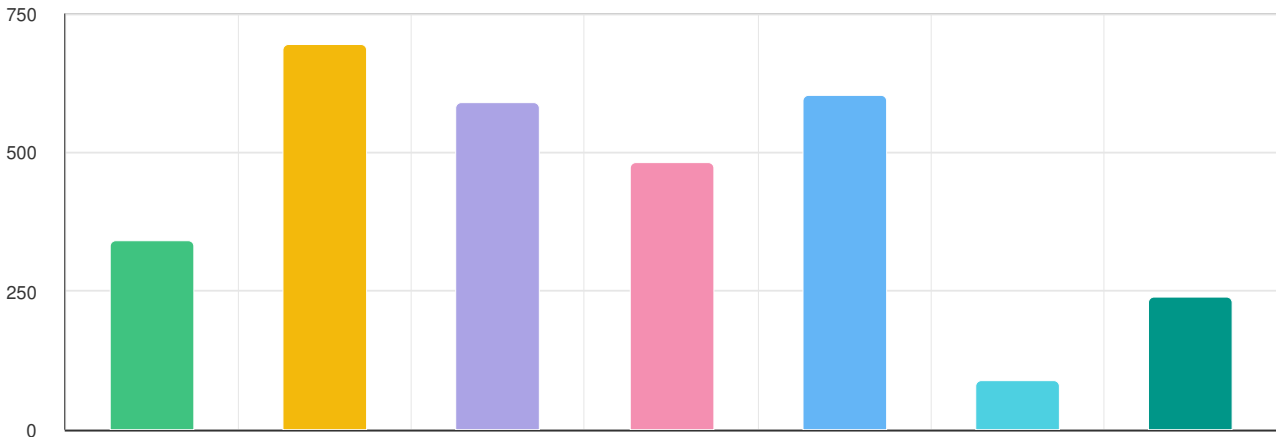


Question options	responses	%
● Yes	754	68.6
● No	345	31.4

1099 responses · 0 skipped

Question type : Radio Button Question

**Q3. What matters most to you when it comes to you household or business? Please select the three that are most important to you.**

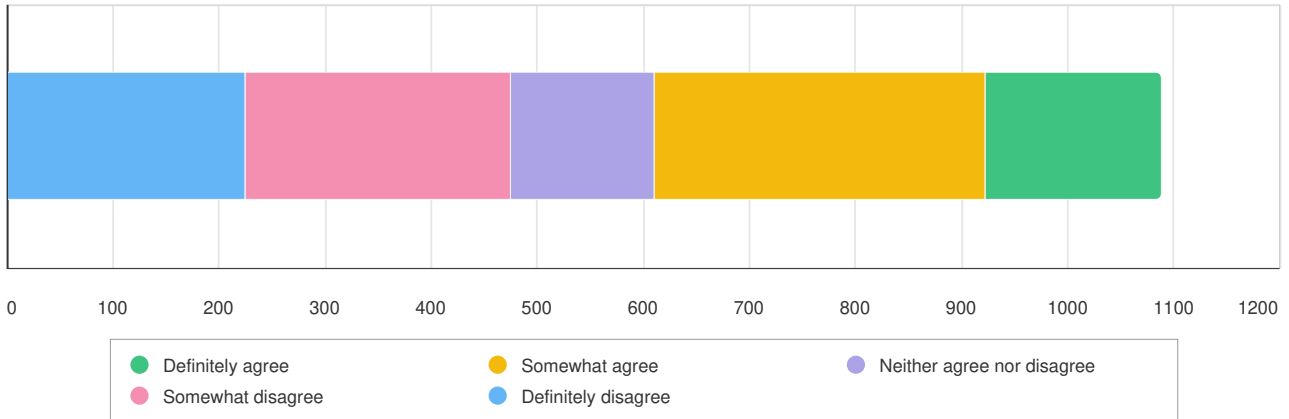


Question options	responses	%
● Reliability of supply (eg, there is enough water at all times with no restrictions in dry periods, water always comes out when I turn on a tap).	341	31.7
● Quality of drinking water (safe to drink, taste, odour, colour).	693	64.4
● Infrastructure maintenance (well-maintained pipes and systems to prevent leaks, reduce flooding, and other problems).	590	54.8
● Safe and effective wastewater management (treating and safely disposing of your sewage/waste from your sinks and toilets, while protecting the environment).	480	44.6
● Clear and consistent pricing and billing (eg, transparent pricing, clear and accurate bills, flexible payment options, no hidden fees).	601	55.9
● Excellent customer service (eg, accessibility, responsiveness, proactivity).	87	8.1
● Sustainability and environmental responsibility (eg, reducing contamination of waterways, water conservation programmes, and encouraging efficient usage).	240	22.3

Optional question · 1076 responses · 23 skipped

Question type : Checkbox Question

Q4. Water services



Question options

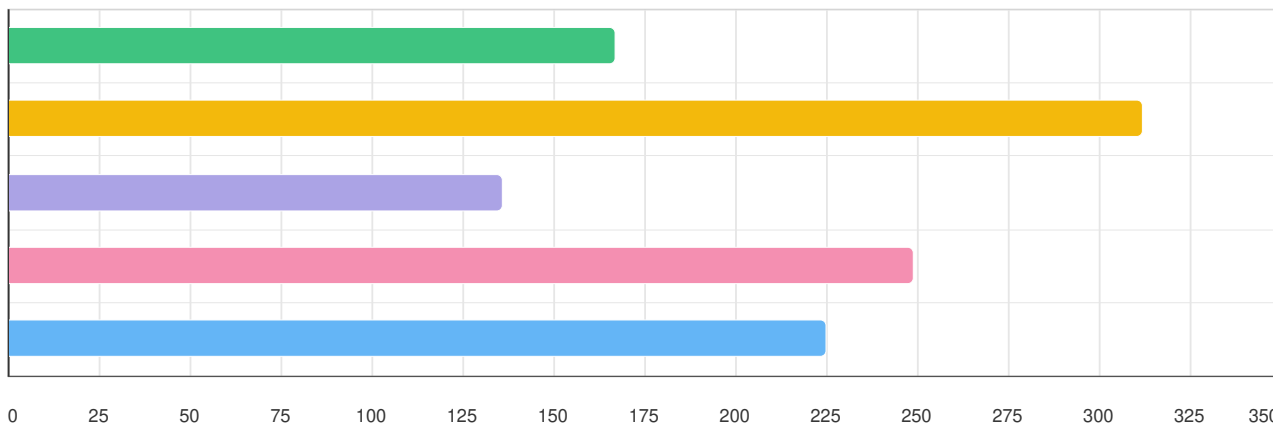
- Definitely agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Definitely disagree

Please indicate your level of agreement with this statement: It is important to get on with network improvements that will deliver better services for our children and grandchildren, even if it means paying more through water services charges.

	167	312	136	249	225
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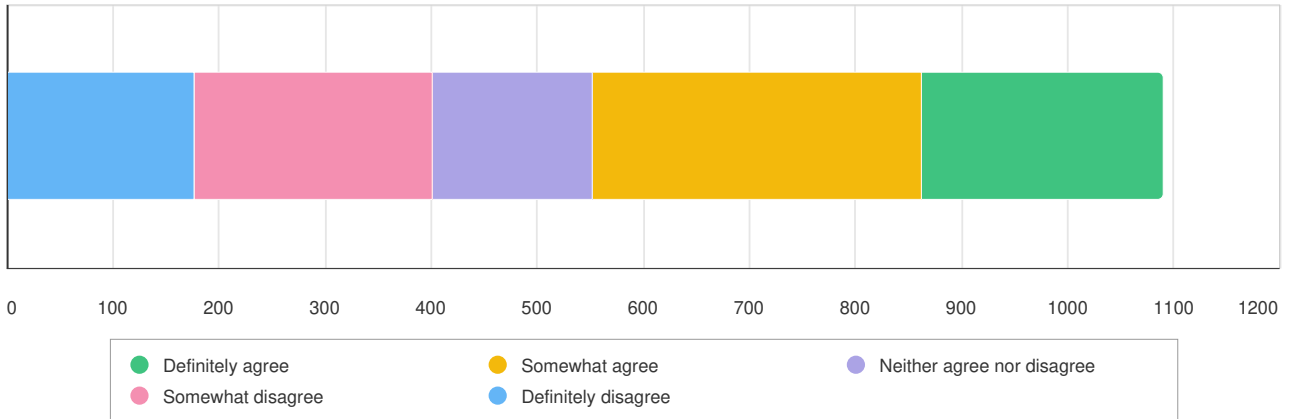
Optional question · 1088 responses · 11 skipped  
 Question type : Likert Question

**Q4. Water services — Please indicate your level of agreement with this statement: It is important to get on with network improvements that will deliver better services for our children and grandchildren, even if it means paying more through water services charges.**



Question options	responses	%
● Definitely agree	167	15.3
● Somewhat agree	312	28.7
● Neither agree nor disagree	136	12.5
● Somewhat disagree	249	22.9
● Definitely disagree	225	20.7

**Q5. Environment**



**Question options**

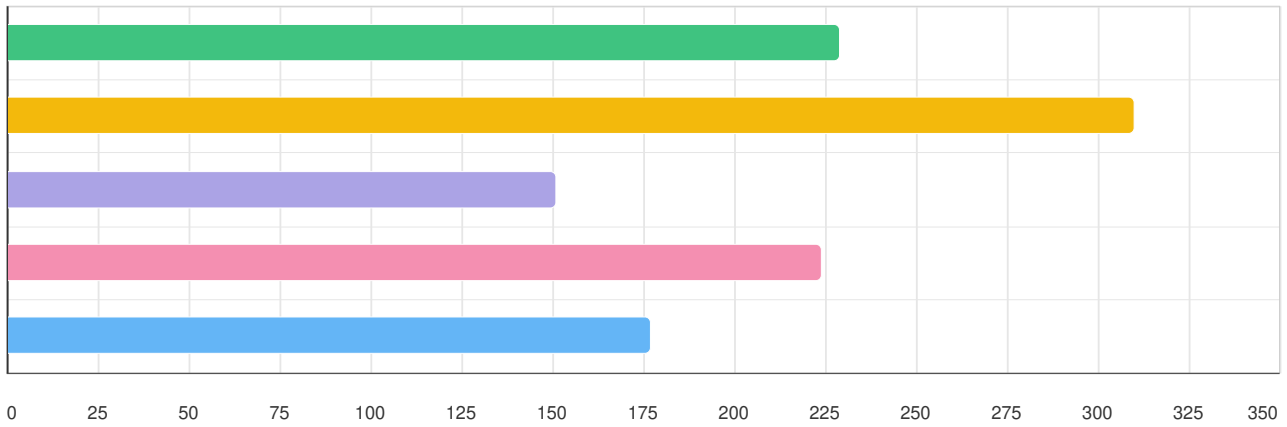
● **Definitely agree**
● **Somewhat agree**
● **Neither agree nor disagree**
● **Somewhat disagree**
● **Definitely disagree**

Please indicate your level of agreement with this statement: It is important to reduce contamination of our waterways from wastewater and stormwater, even if it means paying more through water services charges.

	229	310	151	224	177
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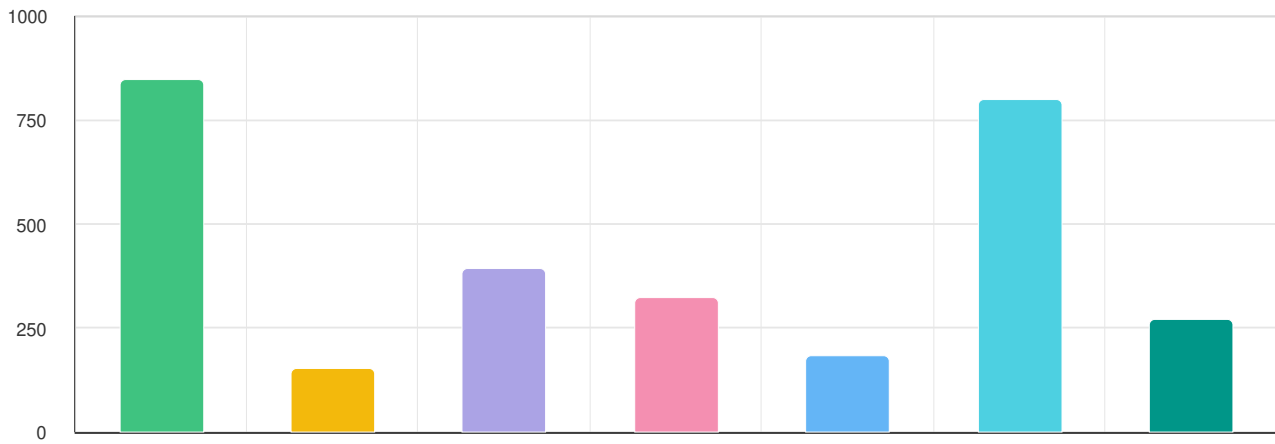
Optional question · 1090 responses · 9 skipped  
 Question type : Likert Question

**Q5. Environment — Please indicate your level of agreement with this statement: It is important to reduce contamination of our waterways from wastewater and stormwater, even if it means paying more through water services charges.**



Question options	responses	%
● Definitely agree	229	21.0
● Somewhat agree	310	28.4
● Neither agree nor disagree	151	13.8
● Somewhat disagree	224	20.5
● Definitely disagree	177	16.2

**Q6. Which of these commitments in the Customer Charter are most important to you? Select your top three.**

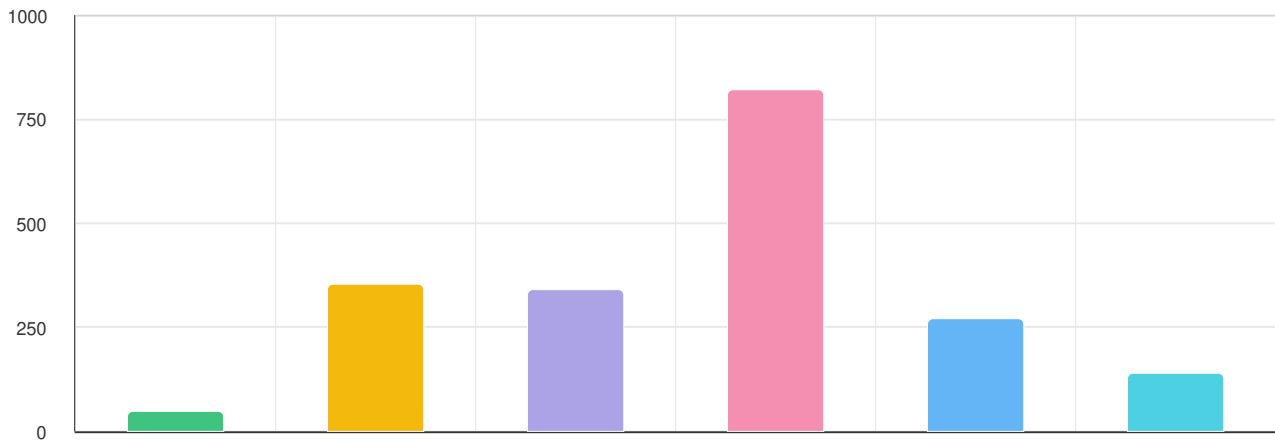


Question options	responses	%
● Safety and quality across drinking water supply, wastewater and stormwater.	847	78.4
● Respect and integrity in our dealings with you.	152	14.1
● Responsive services - we're easy to contact, we respond promptly and communicate clearly if circumstances change.	392	36.3
● Environmental protection.	325	30.1
● Engagement and partnership - we involve customers and mana whenua in shaping our services.	182	16.8
● Fair and transparent pricing with clear and accurate bills.	800	74.0
● Support for vulnerable or disadvantaged customers.	269	24.9

Optional question · 1081 responses · 18 skipped

Question type : Checkbox Question

**Q7. The decisions Tiaki Wai makes will affect residents, businesses and communities in different ways. Our Significance and Engagement policy sets out how we plan to engage with you on significant documents, projects or proposals. How would you like to hear from Tiaki Wai?**



Question options	responses	%
● Other (please specify)	46	4.2
● Tiaki Wai website	352	32.5
● Social media	340	31.4
● Email	821	75.8
● Letter or flyer in your mailbox	270	24.9
● Via an app	138	12.7

**Optional question** · 1083 responses · 16 skipped  
**Question type** : Checkbox Question